



Rossendale Trust
Supporting independent futures

Job Profile – Day Services Team Leader

JOB PURPOSE

As a Rossendale Trust Day Services Team Leader, you will lead a team consisting of Activity Leaders, Activity Support, Personal Assistants and Volunteers, who provide the highest standards of support to service users visiting the Oakwood Service, ensuring they are treated with dignity and respect so that they can live full and meaningful lives.

The Rossendale Trust places our service users at the centre of everything that we do. Our values are built around the 5 Key Lines of Enquiry (KLOEs) as defined by the Care Quality Commission which form the basis of the CQC inspection:

Is this service: **Safe; Caring; Responsive; Effective and Well led?**

Safe.

- Complete and update individual assessments of need for all service users in partnership with Local Authority, family members, Advocates and other interested parties.
- Ensure current up to date information is in place to safely support individuals including Risk Assessments, Support Plans and Personal Emergency Evacuation Plans.
- Ensure Risk Assessments are in place for each activity that consider health & safety, fire safety and first aid.
- Be responsible for managing first aid records and supplies.
- Ensure that all vehicles are regularly serviced and kept in good working order, and that any concerns are investigated promptly.
- Support and motivate the team and colleagues to create a safe and inclusive environment for the service users in each of the activities.
- Be familiar with and regularly refresh staff knowledge of the types and indicators of abuse in relation to the safeguarding of vulnerable adults. Act appropriately as first line for reports by staff of all concerns, suspicions, allegations and incidents, in accordance with Trust policies and procedures.
- Be aware of all health and safety responsibilities, risk assessments and safety procedures.
- Provide a role model of best practice and responsibility within the team to protect the health and safety of service users, self, colleagues, and visitors.
- Understand and protect the service users' right to confidentiality of information in accordance with Trust Policy and Data Protection laws.



Rossendale Trust

Supporting independent futures

Caring.

- Promote effective communication with families, staff and other professionals.
- Carry out informal observations on a continuous basis, and feedback comments, praise and concerns to staff.
- Be a visible presence.
- Ensure that the team are observing best practice, with dignity and respect central to the provision of support to all of the service users.
- Work with the Head of Day Opportunities to ensure the service is person centred and promotes choice and independence.
- Ensure that all support is delivered with a Person-Centred approach.
- In the absence of the Head of Day Opportunities ensure that meetings of all types are properly attended by well-prepared staff and provide support to those attending as needed.
- Understand and display a positive, friendly attitude at all times, and ensure that the rest of the team follow your lead.

Responsive.

- Respond to any perceived or reported changes in a service user's needs or choices. Share any such changes with your team and your line manager. Ensure that all changes are documented.
- Respond appropriately to all accidents and incidents that occur ensuring that effective communication takes place with families/carers. Ensure that all accidents and incidents are documented and reported correctly.
- Attend service users' reviews or ensure that a properly prepared member of the team is able to do so.
- Respond positively and promptly to any complaints or feedback from service users, relatives or others, recording and sharing that response.
- Understand mental capacity and the 5 principles of the Mental Capacity Act 2005 and mentor less experienced staff.

Effective.

- In the absence of the Head of Day Opportunities be responsible for the management of the service.
- Ensure all Activity Leaders, Activity Support and Personal Assistants have everything in place to carry out their job.
- Support the Head of Day Opportunities in monitoring and adapting the staff team to meet the needs of service users by making best use of staff resources.
- Lead by actively contributing to the team, working to build and maintain appropriate relationships with service users, relatives, colleagues and external professionals.



Rossendale Trust

Supporting independent futures

- Carry out supervisions for all staff in your team, to an agreed timetable.
- Support Activity Leaders with time management to ensure all daily tasks are completed as required.
- Ensure that the team all work according to Trust policies and take appropriate action in the event of any failure by staff to do so.
- Liaise with the Training Manager in overseeing and monitoring the Induction process, providing support as necessary to new staff.
- Support the Head of Day Opportunities in the recruitment and selection process when hiring new staff.
- Be responsible for all recording systems and ensure that accurate and complete records relating to each service user are kept.
- Record and audit financial transactions, including petty cash and Oakwood sales.
- Ensure appropriate provisions are in place to cover annual leave and sick leave so that all activities run to plan.
- Facilitate transportation for service users between morning and afternoon activities.
- Be flexible and willing to work across a variety of settings to meet the needs of the service users and the Trust.
- Read and understand the key Policies of the Trust and be responsible for ensuring that all of the team have also read these policies.

Well Led.

- Mentor staff in the planning, facilitating and reviewing of Activity Sessions, providing a positive role model to the team, which promotes the values and policies of the Trust.
- Be the first point of contact for any staff issues.
- Lead your team, respecting the practice of your colleagues and encouraging a professional service at all times.
- Organise, chair and minute team meetings as required.
- Take responsibility for specific aspects of the service as agreed with the Head of Day Opportunities.
- Liaise with the Training Manager to nominate staff to attend appropriate training in line with Trust policies and procedures.
- Work closely with the Head of Day Opportunities to provide a unified and consistent approach to the management of the service.
- Understand and behave in accordance with the Trust's mission and vision. Know the Staff Code of Conduct and be prepared to mentor others.
- Promote the values of diversity and equal opportunities within your team and ensure that all staff understand that any form of bullying, harassment or intimidation will not be tolerated and will result in action if discovered.
- Promote the service to potential new service users, their families, support staff, other professionals and at events.



Rossendale Trust

Supporting independent futures

PERSON PROFILE – DAY SERVICES TEAM LEADER

CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSED BY
QUALIFICATIONS		
Level 3 Diploma in Health & Social Care or equivalent experience	E	Application
ILM/Team Leader or Supervisor Qualification or willing to work towards	D	Application
KNOWLEDGE AND EXPERIENCE		
Experience of working alongside people with a learning disability or in the Health & Social Care Sector.	E	Interview
First Line Management of staff	E	Application /Interview
Experience of mentoring and coaching staff	E	Application /Interview
An understanding of a person-centred approach	E	Interview
Knowledge of supervisions	E	Interview
Experience of conducting Risk Assessments	D	Interview
SKILLS AND QUALITIES		
Be able to use a computer effectively and have a working knowledge of Microsoft Word, Excel and Outlook	E	Application Interview/Test
Ability to Multitask	E	Interview
Effective communication skills written and verbal	E	Interview
Work on own initiative	E	Interview
Ability to lead by example and feedback constructively	E	Interview
Flexibility with a 'can do' positive attitude	E	Interview
Problem solver and prepared to go the extra mile	E	Interview
Working collaboratively within a team treating each member with dignity and respect	E	Interview
Take ownership and responsibility for decisions and actions	E	Interview
Attention to detail and ability to work to deadlines	E	Interview
ADDITIONAL REQUIREMENTS		
1. The post is subject to an Enhanced Disclosure and Barring Service (DBS) check, (formerly CRB) with a check of the DBS Adults' Barred List. 2. New recruits are asked to sign up to the DBS Update Service 3. Valid driving licence and willingness to drive Trust vehicles		